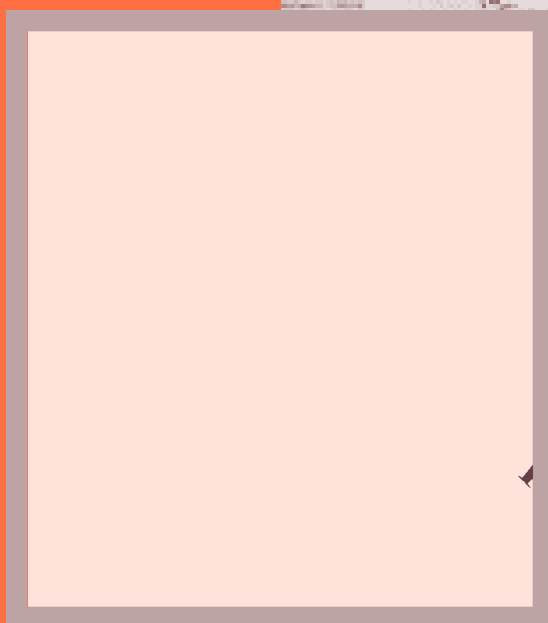




Library of Michigan

# 1998 Annual Report



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# Introduction

The following report details the activities of the Library of Michigan throughout fiscal year 1998. The Library of Michigan is authorized under PA 540 of 1982 (MCL 397.11 et seq.). Under this act, the Library is organized within the Legislative Council, and the State Librarian reports to the Legislative Council Administrator. This structure is modeled on the organization of the US Library of Congress; only Arizona has a state library that is similarly positioned.

The Legislative Council is the administrative entity for the Library. The council is advised by a 14-member library board of trustees. Four legislators, appointed by the Legislative Council, serve on this board, one from the majority party and one from the minority party in each house. The governor appoints 8 members to this board, and the Chief Justice of the Supreme Court or his/her designee and the Legislative Council Administrator also hold seats.

The current library's ancestor was formed in 1826 when Michigan was still a territory. Throughout most of its existence, the Library was an independent state agency within the executive branch. The original plans for the Capitol included the state library on the second floor; the Library was located there into the 1920s. The Library moved into the Cass Building, where it was housed until a devastating fire in 1951 destroyed a large part of the collection. The library relocated into temporary quarters on East Michigan Avenue; it remained there until November 1988, when the Michigan Library and Historical Center opened at 717 West Allegan Street.

## The library is organized into 6 divisions:

- Business Services (accounting; state and federal aid to libraries)
- Collection Management Services (technical services)
- Executive (overall administration of the Library, media relations, public library organization, library development)
- Human Resources (personnel and payroll; staff training)
- Network and Information Systems (*MichiganLegislature.org*; online catalog and web sites; computer support)
- Public Services (reference and research, law library, Service for the Blind and Physically Handicapped, legislative services and special collections services)

Under the Library of Michigan Act, the library “is charged primarily with providing reference services to the legislative branch of state government, and, in addition, shall provide those services to the executive and judicial branches of state government and the general public. The law library branch is charged primarily with providing reference services to the legislative, executive and judicial branches of state government.” The library is also responsible for:

- maintaining a complete collection of the public documents of all units of state government
- providing access to federal documents
- distributing state aid to public libraries and to subregional libraries for the blind and physically handicapped, and managing the federal aid program for libraries
- furthering library service in the state

During 1998, the Public Services Division of the Library reorganized to focus its attention on serving the legislature; the *MichiganLegislature.org* web site took flight; the AccessMichigan project brought high quality, on-line reference services to hundreds of public and school libraries that could not afford them in the past; a long-time log jam in the Collection Management Services Division started to break through an outsourcing project; dozens of LM publications were placed on the Library’s web site; and close to a half-million reference and other public services transactions were completed. The following report outlines and expands upon the ways in which the Library carried out its duties.



# Business Services Division

The Business Services Division is responsible for the Library's accounting functions; certifying public librarians; distributing state aid to public libraries and certifying these libraries for penal fines; directing the MichiCard statewide library access project; gathering and reporting library statistics; managing the Library Services and Technology Act, the federal grant program for libraries; developing the content and appearance of the Library's web site; and overseeing internal functions such as mail delivery, telephones, the Library's web site, and mailing labels.

## Accounting functions

Business Services processed over 8,700 payment and receipt vouchers, and purchase request forms.

## State Aid to Public Libraries

In FY 1998 state aid to public libraries increased by \$650,000, for a total of \$13,519,600 (47¢ per capita). Three hundred and seventy two libraries were eligible for state aid in 1998.

A new guideline, approved in May 1997 by the Legislative Council, tightened the submission deadline for state aid requests and made it possible to complete the final payment one month earlier than in any other year.

## Penal Fine activity

Every year the Library of Michigan certifies public library populations to the 83 county treasurers in Michigan. The county treasurers distribute the collected penal fines to the public libraries on a per capita basis using the certified population figures supplied by the Library of Michigan. Below is a summary of penal fines distributed in 1998 as reported by the county treasurers.

Total penal fines distributed in 1998	\$ 28,817,661
Total penal fines distributed in 1997	\$ 27,524,845
Increase for 1998	\$ 1,292,816

## Library Services and Technology Act: FY 1997 funds

The final paperwork for LSCA was completed and submitted by the subgrantees and reports prepared for the U.S. Department of Education. This marked the end of this federal grant to libraries. The division monitored 227 competitive and operational subgrants worth approximately \$4,471,500. The staff also worked with the last 4 Title II construction subgrantees. The federal dollars for new library buildings and renovations were discontinued in 1996.

LSTA provided funding for several statewide centralized projects including:

- the Himmel and Wilson study on library technology
- AccessMichigan
- the Michigan Electronic Library (MEL)
- the Serials, Periodicals And Newspapers database (SPAN)
- A MEL promotional video
- the Union List of Serials

## Library Services and Technology Act: FY 1998 funds

FY 1998 was the first year of LSTA, administered by the Institute of Museum and Library Services. Michigan received an allotment of \$4,527,609 to fund competitive, operational and statewide projects. Eighty three competitive and operational subgrants were awarded to address special areas of need in library settings, including: advanced technology, basic library technology, children in poverty, Internet access, Internet training center enhancements, major urban resource libraries, persons having difficulty using a library, regions of cooperation, and regional/subregional libraries.

LSTA funds were also used for the statewide project called AccessMichigan along with a grant from the state legislature. Every library in the state was eligible to participate and access the full text of over 1,200 magazines and newspapers, indexes and abstracts, reference books, telephone directories, and health information to public libraries, schools and colleges via the World Wide Web, at no charge to libraries.





## Library Statistics

The 1998 edition of the *Michigan Library Statistics Report* was available not only in paper format, but for the first time, electronically on the World Wide Web. The report offers information about Michigan public libraries' collections, services, staff, income and expenditures.

## Librarian Certification

Over 400 librarian certifications were issued during 1998 to recognize the achievement of individuals based on education and experience. The program supports the statutory requirements for public libraries to qualify for state aid grant funds.

## LM Web Site

There are now over 30 Library of Michigan publications available at the Library of Michigan web site. This saves money in printing and makes materials available on an as-needed basis around the state.

## MichiCard

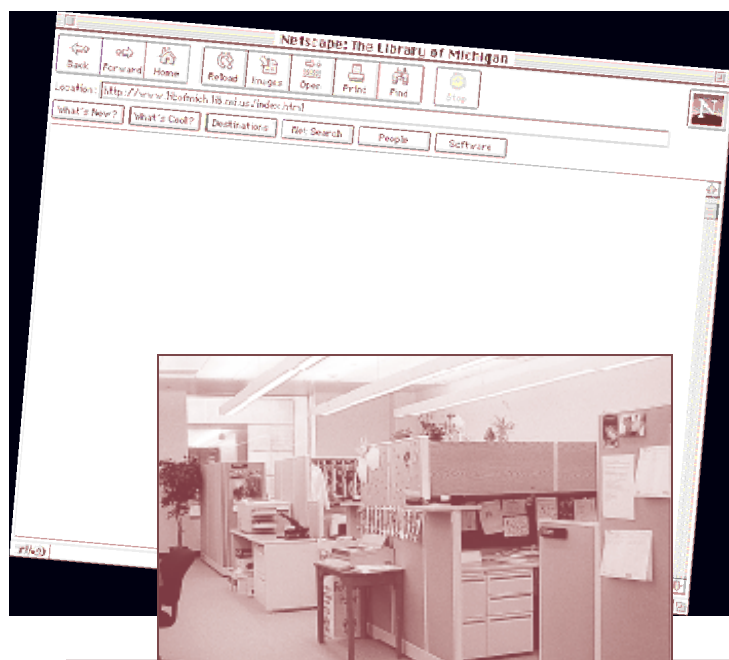
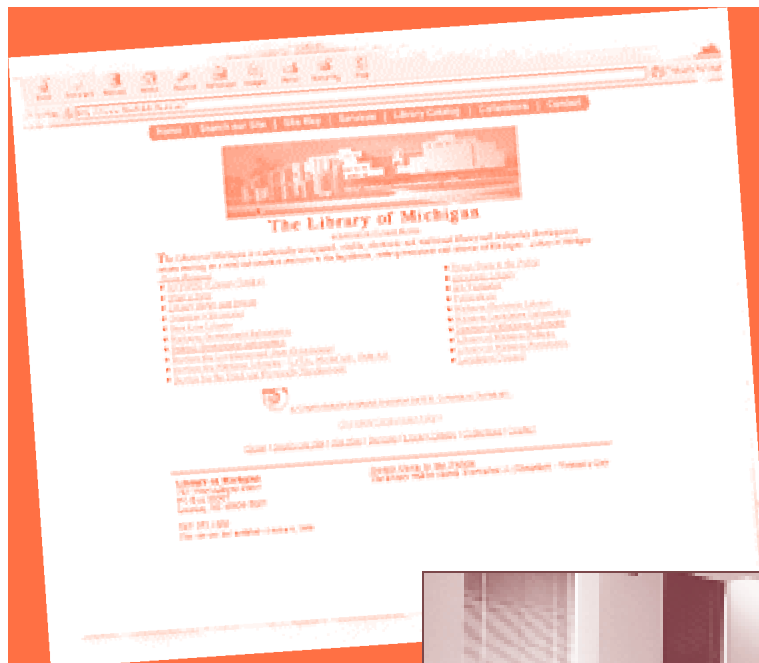
Since June 1997, 6 new libraries joined the MichiCard program, for a total of 271 institutions, including 229 public and 42 academic/research libraries. In May the Business Services Division director was invited to give a presentation at the Alberta (Canada) Library Conference on this project, which resulted in the province receiving funding and establishing a program of its own.

## Other Notes of Interest

Walls were torn down and new walls constructed for the Business Services office, Network and Information Systems, and the Service for the Blind and Physically Handicapped lobby. Office and workstation relocations were completed for Collection Management Services, Public Services, Library Development and Human Resources.

The Library of Michigan won its second Francis Keppel Award. This annual award is given to state library agencies by the Federal-State Cooperative System for public library data, a cooperative program of the National Center for Education Statistics and National Commission on Libraries and Information Science for agencies that have excelled in the completeness, promptness, and high quality of the local public library data that they collect, edit, and submit annually.





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## Collection Management Services

The Collection Management Services Division acquires and catalogs new and added materials, including those that the Library purchases and those that come to the Library as part of the state and federal documents depository programs; manages and directs the government documents program; rebinds and maintains the collection; processes and claims periodicals; manages the Rare Book Room, and oversees the Michigan Newspaper Project.

### Processing and Cataloging

The Library completed its multiyear conversion from a NOTIS circulation and catalog system to a newer, more sophisticated system from Innovative Interfaces, Inc. (better known by its acronym, ILL). The final major step was the completion of the serials conversion, a project that involved manually reviewing and editing the records for 12,000 serial titles. The staff also completed a manual to document how this process was done and to guide future users of the system.

The staff began two outsourcing projects this year, using the services of the OCLC TechPro service. The first project cataloged 1,000 titles of American Indian literature donated by Irwin T. and Shirley Holtzman to the Library's Special Collections area. Completed in the fall, the titles are now available on the Library's online catalog system. The second project, which began at the end of the fiscal year, will catalog over 10,000 uncataloged Michigan documents over the next 3 years.

Staff also launched an internal reclassification project to move already cataloged Michigan documents from the locally created classification system to the more common Library of Congress cataloging system, which is used in a majority of the LM collection.

In hopes of developing interest in the rare book collection, the Rare Book librarian mounted several exhibits in a new display case on the main floor of the Library. These exhibits focus on Michigan materials and will be compiled by subject in an annual bibliography. The Library of Michigan Foundation continues its work on plans for a permanent rare book room.

Also in the area of rare and special materials, CMS began a project to preserve the Library's manuscript collection on archival quality microfilm. These materials, which are of great use to genealogists and other historical researchers, consist of handwritten papers, newspaper clippings, and other unbound memorabilia with a Michigan theme. The materials are sorted by the family names of the donors.

## Government Documents

This year CMS continued its intensive contact with state agencies to ensure that all state documents are made available through the depository libraries. In 1998 the Library added 10,500 new Michigan documents and distributed 60,500 items to depositories statewide. The staff also established an electronic mail distribution list with the state depositories to improve communication, and surveyed them for their ideas on how to improve the service.

A new statewide plan for managing federal documents was completed and signed by each federal depository library this year. This new plan is intended to streamline the 1993 plan to reflect the changes brought about by the electronic era.

The federal documents service also produced 18 presentations or training sessions this year, and completed several self-studies for selective depositories in Michigan, as required by the Federal Depository program in Washington, DC.

## Michigan Newspaper Project

The Michigan Newspaper Project (MNP) received grant funding from the National Endowment of the Humanities to continue its work of identifying and cataloging the state's newspaper history. To date, over 3,200 titles have been cataloged, primarily from the collections at the Library of Michigan, Michigan State University, the University of Michigan, and Detroit Public Library. At the close of the fiscal year, the MNP team was working at Central Michigan University.

MNP also published a pamphlet that traces the corporate lineage of some of the state's newspapers. The publication, *Michigan's Newspapers: A Family History*, is available in both print and in electronic form on the LM web site.



# Executive Division

The Executive Division includes the State Librarian and Deputy State Librarian, and is responsible for the overall administration of the Library; statewide library development; the programmatic side of the federal subgrant program funded expenditure under the Library Services and Technology Act (LSTA); the library law specialist, the Public Information Office, and the Library of Michigan Foundation; and outreach to Michigan's library community.

## LSTA: Statewide Projects

Library of Michigan staff continued to administer a package of valuable services available statewide over the Internet. These services, which are funded in part by the federal LSTA and by a grant from the State Legislature, directly benefit all types of libraries in the state without the need for paperwork or red tape for the participants. Many public and academic libraries were able to use their local computer networks to extend this electronic access to Michigan citizens in their homes or workplaces. The statewide databases fall into three areas:

- centrally-administered services that include the AccessMichigan databases and indexes, which are available statewide with no end-user fees, and are supported by state and federal funds.
- the Michigan Electronic Library (MEL), a set of over 20,000 databases, selected and evaluated by librarians and organized by subject for easy access. During 1998 the Library of Michigan and the University of Michigan signed a new service contract to continue the MEL project as a joint service of the two institutions, supported by and with in-kind support from the partner institutions.
- annual fees for the state union list of newspapers, magazines and other serial publications. These serial holdings are cross-referenced to the AccessMichigan indexes, and are available on line through the Serials, Periodicals And Newspapers (SPAN) database maintained in partnership with the Michigan Library Consortium.

## LSTA: Competitive Subgrant Program

The distribution of federal funds to support and encourage the technological improvements in Michigan libraries continued.

The LSTA Guidelines publication was revised and made available electronically as well as in print format.

LM staff presented 23 workshops across the state to explain the LSTA subgrant program; questions were also accepted electronically.

## Universal Service Fund

Throughout 1998 the Library of Michigan continued to work in collaboration with the Office of the Michigan Information Network, the Michigan Department of Education, Merit Network and other partners to expedite the process of school and library applications for rebates of their telecommunications costs from the new federal Universal Service Fund. Though FY 1998 was extremely frustrating in terms of the delays experienced in this project, the first commitment letters were released from Washington during the first quarter of FY 1999. Michigan received high marks around the country for the quality of its leadership in this program and its willingness to continue that role at a national level.

Staff support for the USF program included attendance at meetings and teleconferences where the federal procedures were introduced, as well as development and presentation of train-the-trainer workshops for public library cooperatives and intermediate school districts.

## Gates Library Foundation

During 1998 the Gates Library Foundation announced that Michigan had been selected for funding as one of 12 states in its next round of grants. The State Librarian will serve as the administrator for Michigan in this initiative. The private foundation money will support the purchase of computers and software to guarantee that each public library in the state that is located in an area of poverty will be able to provide Internet access to its local residents. Libraries are eligible if 10 percent or more of the local population is in poverty, as shown in the 1990 census.

Although underwritten by Bill and Melinda Gates, the Gates Library Foundation does not require that recipients of these grants buy Microsoft products or services. Incentives within the program encourage recipients to use Gateway brand computers and a package of Microsoft and Corbis software, but they are free to choose other platforms or software.

The Library of Michigan completed the necessary state application and also surveyed the public libraries to determine the level of technology available at each public library facility. Gates Foundation grant funding and computer equipment is expected to be received in 2000.





## Statewide Training and Support

Library of Michigan staff continued to provide support and training to librarians and trustees through a variety of workshops as well as through site visits and telephone consultation. These activities include:

- technical training to librarians in support of LSTA Internet Access Grant hardware and software, as well as presenting an all-day conference on library issues related to the Internet;
- planning the 1999 Rural Libraries Conference with the assistance of a volunteer committee of librarians from smaller public libraries and from cooperatives;
- presentation of the 1998 Beginning Workshop in Petoskey to 50 staff members from Michigan's smallest rural public libraries;
- a partnership with the Michigan Municipal League to present additional training on financial and management topics, including one devoted to the establishment of district libraries;
- presentation of Managing Library Technology and Technology Planning workshops in several of the public library cooperatives; and
- presentation of the New Directors Workshop as an introduction to Michigan library law and funding; library trustees and directors were invited.

## Library Law Specialist

The Library Law Specialist is a member of the Executive Division. The responsibilities of this service include reviewing the organizational documents of libraries that change their legal status (usually from township or county libraries to district library status); speaking to library associations, Friends of the Library groups, boards of library trustees, and other groups about library law; continuing education for library managers about legal issues facing governmental entities, such as the Freedom of Information Act; and monitoring legislation that affects libraries at the state and national levels.

Among the legal issues that faced libraries this year were Internet access filters for libraries serving children; changes in the district library law that required such libraries to eliminate overlaps in service areas to prevent double taxation situations; changes in how government agencies



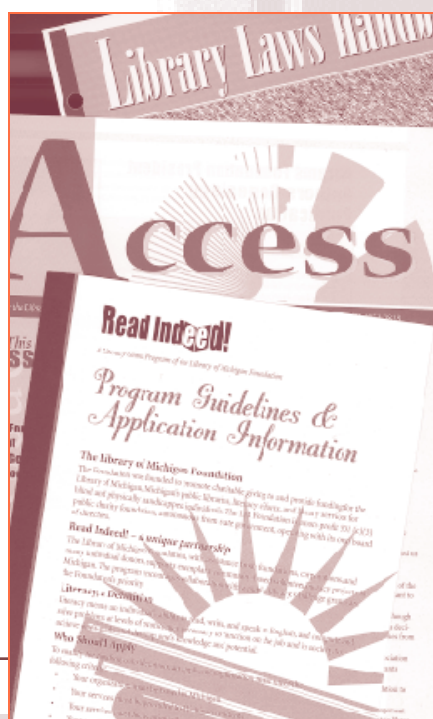
(including public libraries) must respond to requests under the Freedom of Information Act and the recordkeeping requirements related to this act; and new requirements for libraries and other governmental entities that concern the investment of surplus funds and the use of credit cards.

The Library Law Specialist responds to numerous requests for information and frequently speaks at libraries around the state each month. Such contacts cover the specific legal issues discussed in the previous paragraph, as well as ongoing concerns such as the legal organization of library entities, the Open Meetings Act, the roles of public library trustees, and penal fine collection and distribution. While the Library Law Specialist cannot and does not represent individual libraries, she is recognized statewide for her expertise in and knowledge of these relatively arcane areas of Michigan law.

## Public Information Office

The Public Information Office revised the format of *Access*, the LM newsletter, and the newsletters distributed by the Service for the Blind and Physically Handicapped, *Focus 23* and *Perspective*. The office also assisted the Legislative Service Bureau as the latter agency updated its *Legislative Briefing Book*.

During FY 1998 the PIO handled 225 printing requests, which ranged from business cards and stationery to the statewide library directory and the annual statistical report.



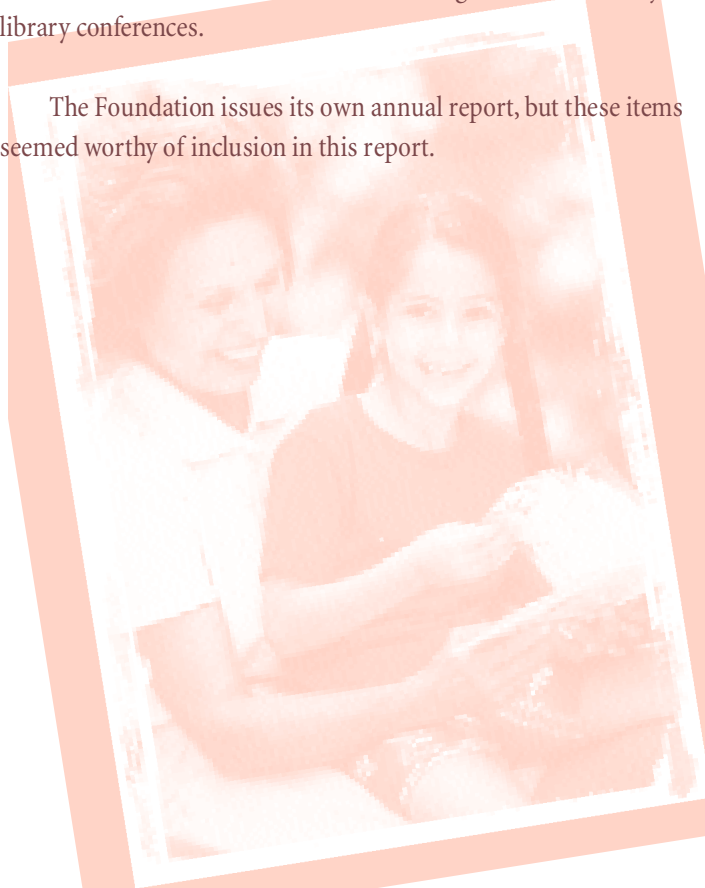


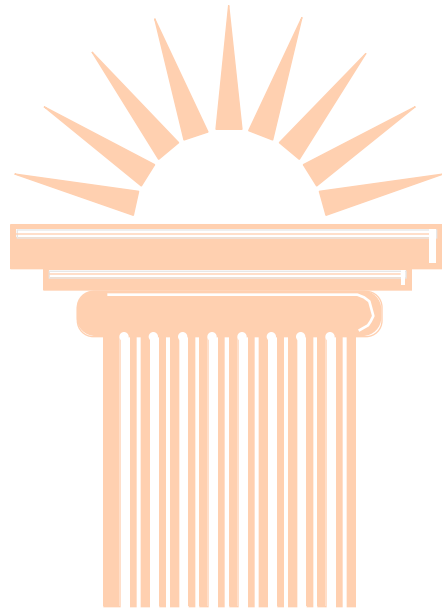
## Library of Michigan Foundation

A Community Information Toolkit of software, sample materials and training to enable public librarians to create web pages with unique information from the local community was developed during the year. Funded by a major grant from Ameritech through the Library of Michigan Foundation, the toolkit was a contract project developed by a consortium of Michigan's Internet experts. The materials were completed by the end of the year, and training sessions were provided at year end. All materials will be provided at no cost to the recipients.

LM support for library continuing education increased in 1998 with financial assistance from the Loleta Fyan endowment of the Library of Michigan Foundation. A new program for tuition grants of up to \$300 to individuals employed by a library that serves fewer than 26,000 people was announced this year. Course work is individually selected and locally available, which makes this scholarship especially appropriate for the staff of the smallest public libraries. A total of \$3,000 was awarded for 12 scholarships in 1998, with many more applications received. The new scholarship program has a simplified application form, and is in addition to the existing Fyan Scholarship program that annually sends two librarians from the smaller Michigan libraries to major library conferences.

The Foundation issues its own annual report, but these items seemed worthy of inclusion in this report.





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## Human Resources Division

The Library of Michigan's Human Resources (HR) Division is responsible for all aspects of personnel policy and procedure: recruitment, interviewing, employing, orienting, and separating staff; maintaining personnel records; managing salary and benefits; and staff training.

### Recruitment

Human Resources staff spent hundreds of hours conducting over 200 interviews to fill 21 regular full-time positions and numerous student positions. Recruitment is a lengthy process, beginning with the creation of a job description, advertising in-state and/or nationally, scheduling and conducting the interviews and ends with the final offer of employment. Following the acceptance of the offer by the new employee, orientation begins.

All Legislative Council position vacancies are now posted on the Library of Michigan web site.

### HR Automation

The Library completed its first year with the new state electronic payroll system. This system enabled staff to enter their time directly into the payroll system. It is HR's goal for 1999 to move toward a completely paperless system.

The State of Michigan is replacing its current personnel and payroll system with a single integrated Human Resources Management Network (HRMN). The Library's HR Division, which was selected to assist with the planning and testing of this system, is contributing 20 hours per week to assist in the design, development, training and conversion to this system.

The HR staff updated and incorporated all new benefit information and changes into the flexible benefit database. HR staff provided enrollment and confirmation forms for all Legislative Council employees. In addition, the HR staff continue to develop and maintain the internal HR database.

## Training

Human Resources provided two training sessions designed for the Library of Michigan staff on “Employee Development Through Discipline” and “Disruptive Library Patrons.” A presentation regarding LM’s employee assistance program (Concern) was provided at a monthly all-staff meeting.

A skills bank for all Council employees has been completed and is under review. A form was distributed to all Council employees asking for input regarding their subject expertise or skills. This information was collected and entered into a database.

Under the direction of the Legislative Council Administrator, the Human Resources Division for the Library of Michigan, and in cooperation with the Legislative Service Bureau Human Resources Office, completed the first year of the Legislative Council Managers’ Training. Monthly brown-bag lunches covered such topics as “Workplace Substance Abuse” and “Meeting Facilitation.” Four formal training sessions were conducted on topics that included “Employment Law” and “Evaluation.” The HR staff for the Library of Michigan made all the necessary arrangements for the training, such as providing training schedules and reminders, room and equipment arrangements, distribution and compilation of evaluation forms.



# Network and Information Systems Division

The Network and Information Systems Division acquires, installs, implements, maintains, and updates all automated systems provided by the Library of Michigan. The division manages the public web site of *MichiganLegislature.org*, the infrastructure of the Library's on line catalog and circulation system (from Innovative Interfaces, Inc., and known by the acronym ILL), and training for Library and other legislative staff in various software packages and applications.

## MichiganLegislature.org

One of the Library's web resources, *MichiganLegislature.org*, enjoyed a banner year. Celebrating one year on line on September 21, 1998, the site was visited by 265,000 different users, with 6.6 million hits and 2,943,342 documents downloaded from the web site. Traffic is expected to double in the coming year.

## Upgrades and Y2K Changes

The Library of Michigan network connection to the state government network was successfully upgraded from a 56k line to 10Mb Ethernet over a fiber-optic channel. NIS also installed a new Cisco router for this connection.

NIS installed new Novell file servers for the internal LM networks.

The staff successfully upgraded the Library's Network Infrastructure components to provide increased bandwidth and performance improvements (from 10BaseT to 100 megabit) using switched Ethernet and centralized network management capabilities.

NIS staff continues to identify and adjust Year 2000 problems, which puts us in excellent shape for 1999. For example, the aging CD-ROM network hardware was replaced with new, faster, Y2K-ready hardware, including Windows NT servers.

All staff files and accounts were moved from the aging Apple A/UX server to the Novell server. This created more storage space and satisfied a substantial portion of the Library's Y2K migration.

Staff began converting the e-mail system from Pine to Groupwise, the state government standard; they installed a new server and backup system for this project. The majority of the Library staff will be on the new system by summer 1999.

System administrators installed an enterprise backup system, which will back up 15 servers every night to a single robotic tape library.

The outdated Macintosh internal business database server was replaced with a new, more stable, faster Windows NT Server.

Staff installed a Citrix Winframe server (Windows NT) to provide multi-user application support for DCDS (the state's new electronic payroll system). This application also provided internet/intranet access to Library CD-ROM resources, and eliminated the need for dedicated desktop support for PCs solely devoted to DCDS.

### III, the Online Catalog and Circulation System

The Library's III system administrator attended an advanced systems class on AIX (the operating system of our IBM hardware) and learned new AIX techniques, one of which resulted in a net savings of thousands of dollars. Using these new skills, the Library is migrating the III system to a new, much faster hardware platform.

NIS upgraded the III system to Release 11.

### Training and Staffing

Several staff completed programming training for the Documentum document storage and database system to be used for part of the Michigan Compiled Laws project.

NIS division staff members increased from 10 to 13.

The Library's two Checkpoint Certified Security Administrators attended update training for our Firewall-1 product, and were recertified.

NIS's Sun administrators attended an extended track of 5 week-long classes to qualify for Solaris certification, the Sun operating system for the Library's internet servers.



## Services to the Library Community

Using web programming techniques with traditional database methods, and in collaboration with the Business Services Division, NIS put the Annual State Aid Report data collection and reporting services on the web.

NIS again provided network services, equipment, installation, and expertise to operate an internet room at the Michigan Library Association conference.

## Services to LM Users

The Technology Trainer taught 108 classes, training over 300 students from the legislature and legislative staffs, as well as from other state government offices.

NIS helped to install and configure 2 adaptive technology workstations (designed for use by people with various disabilities) for LM patrons.

NIS initiated a schedule of technology update meetings to keep the entire LM staff informed of our projects and progress.

Working with the Genealogy team in Public Services, NIS supplemented the Library's already-formidable resources with an internet-based solution to deliver 50+ CDs through *Ancestry.com*.







# Public Services Division

The Public Services Division consists of four distinct units: Legislative Services, State Law Library, Special Collections Services, and Services for the Blind and Physically Handicapped. These units work cooperatively to meet the information needs of the legislature and state government, Michigan libraries and the service needs of individuals and agencies as a statewide resource. To provide more specialized service to our patrons, the Public Services Division, within the main library, reorganized into two teams in January 1998: Legislative Services and Special Collection Services (SCS).

## Legislative Services

Legislative Services' primary mission is to respond to the Legislature's informational needs by providing confidential, non-partisan and objective research and reference services. The team is also responsible for informing legislative staff about the services available to them from the Library of Michigan.

Most of the Legislative Team's daily work focuses on responding to requests received from the various legislative offices and state government employees. Requests range from quick directory information to extensive newspaper searching or in-depth background research on current topics under discussion by the legislature.

Much attention has been given to the fact that term limits will result in a significant number of new legislators who will need assistance and information about the Library's services. Legislative Services worked with other Legislative Council agencies to respond to this challenge. As a new initiative, the Library of Michigan and the Legislative Service Bureau (LSB) established the Personal Contact Team, comprised of all Legislative Council employees who deal directly with legislative staff. Teams that consist of representatives from Legislative Services and LSB's research staff and bill drafters are scheduled to visit every new legislative office. A preliminary series of workshops enhanced knowledge of services provided by other Legislative Council agencies and gave other agency staff information about the Library of Michigan.

The Legislative team also trained legislative staff on how to use FirstSearch and InfoTrac. The Legislative Services team includes the Interlibrary Loan (ILL) unit of the Library. ILL staff work closely with other team members to ensure that materials requested by legislative offices are delivered in a timely manner. ILL also responds to requests from other libraries throughout the world for material owned by the Library.

## Special Collections Services

The newly created Special Collections Services (SCS) team focuses on services that meet the needs of Michigan's libraries and the general public. The Library of Michigan houses several nationally prominent special collections, including the Michigan Collection, the Abrams Foundation Historical Collection of genealogy materials, and the Michigan Documents Collection. As one of the state's two regional federal depository libraries, the Library offers another valuable resource. These services are supported by a core reference collection in both print and electronic formats.

### About the special collections:

#### *Michigan Collection*

As one of the largest collections with statewide subject coverage, the Michigan Collection continues to grow. Specially trained staff assist local historians, writers, genealogists, students and scholars in the use of the collection. In his 1998 publication, *Michigan In the Novel*, Robert Beasecker praised the Library's comprehensive collection of Michigan fiction as the best. In terms of active education and outreach, the SCS team has guided university classes to successfully utilize the collection's resources; team members have spoken at local historical society meetings around the state. To help strengthen subject specialization, team members have attended workshops, conferences and lectures.

#### *Abrams Foundation Historical Collection*

The Abrams Foundation Historical Collection is one of the 10 largest genealogy collections in the country. The collection was recognized by the American Genealogical Lending Library as the best family history research facility in the state. The addition of an Internet subscription to *Ancestry.com* allowed the Library to offer researchers access to over 600 databases. Team members have made presentations to local and national genealogical societies, including the Federation of Genealogical Societies National Conference and the Government Printing Office's fall meeting. The SCS team continues to offer tours and host the Michigan Genealogical Council's monthly meetings. A new workshop geared towards the library community proved so successful that it was offered for a second session. The workshop, jointly sponsored with the Michigan Library Association, focused on important research sources and methods, as well as instruction on how to utilize other important local genealogical resources. SCS's outreach activities also included hosting a presentation by Dr. John P. Colletta, a nationally recognized expert on



immigration and naturalization. To increase the visibility of the collection on the Internet, a virtual tour of the Abrams Foundation Historical Collection was created for the Library's web site.

The Library of Michigan's role as a major genealogical research library is supported in part by the generosity of the Abrams Foundation. The Foundation's 10-year commitment to the collection has allowed the Library to add thousands of titles to the collection. The Abrams-funded genealogy specialist position has played a formative role in the SCS team's outreach activities through presentations and bibliography compilation.

### ***Michigan Documents Collection***

After years of using a unique classification system, Library of Michigan staff decided to convert the Michigan Documents Collection to the Library of Congress (LC) classification system. Patrons will be able to locate material by subject on the shelves, while still using the online catalog to find publications by issuing agencies. This change required the Library stay current in processing new documents and to retrospectively convert the venerable older materials. To facilitate this change as quickly as possible, much of the cataloging work has been outsourced. The conversion to LC will take several years and created two major ramifications for SCS: the need to educate patrons so they know how to use the materials effectively and to shift the collection to accommodate the change with minimal disruption. Another Michigan Documents improvement, although invisible to the public, was the purchase of compact shelving for the official (non-circulating) collection of state documents. The shelving has doubled the available space for this unique collection and offers preservation benefits as well.

### ***Federal Government Documents Collection***

The Library of Michigan continues to serve as one of two regional depositories in the state. As with other special collections, SCS not only serves libraries and the public, but also participates in statewide activities that enhance the availability of this important resource. SCS has developed a large number of Internet links to federal documents on the "Government Information" section of the Library's web site. State and federal documents concerns are coordinated with Collection Management Services.



The Special Collections Services team assists patrons with other important resources in its core reference collection, with an emphasis on public policy. In addition to books, there is public access to FirstSearch, InfoTrac and other Internet-accessible materials and to CD-ROMs.

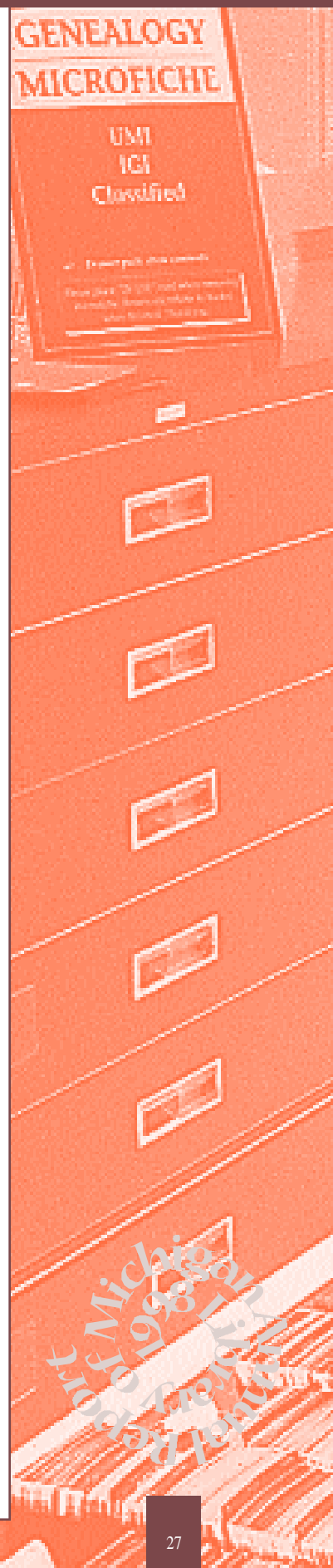
A Library-wide fee structure for copying was developed. Photocopies cost 10¢ a page for paper, microform, CD-ROM and Internet copying. The change offers consistency and provides realistic cost recovery. To help facilitate this change, the networked Vendacard system was expanded to include CD-ROM and electronic resource work stations. Printouts from the on line catalog remain free of charge.

Special Collections Services staff continue to be involved in cross-divisional activities, including drafting Library disaster and security plans and exploring the various digital preservation options available. Team members continue to address preservation concerns by selecting materials for rebinding, converting materials to microfilm and reformatting audio visual materials to VHS videotape.

As the nature and the formats of the materials used to provide service have changed, it has been incumbent upon the staff to develop their skills. SCS staff have attended library technology classes that discuss geographic information systems, digital formats for information and Innovative Interfaces, Inc. catalog system. SCS values the importance of professional activity in the broader library community as a way to better serve libraries and the public in using the Library of Michigan's special collections.

## State Law Library

The content of the Law Library's pages on the Library of Michigan's web site was improved by adding many public acts to the area designated "Selected Michigan Public Acts." Acts were added that were frequently asked for, and for the first time, included large documents, such as the Revised School Code, the Social Welfare Act and the Nonprofit Corporation Act. Law Library staff prepared the text and learned how to format the information so it could be downloaded efficiently. Response to these pages has been favorable. Many patrons have commented that they appreciate the easy access and look forward to seeing more acts made available on the site. Web statistics show that these pages are the most frequently accessed on the Library's web site. One half of the pages downloaded have been public act pages.



Three training sessions were prepared and delivered for legislative staff. Two classes were offered in the spring: An Overview of the Law and How to Find Michigan Statutory Law. In the fall a class was offered on how to use the United States Code, Annotated. The classes were well attended and well received. The evaluations showed that legislative staff want more training in legal research and prefer to receive hands-on training. The training sessions are intended to be an extension of the Law Library's reference services to the Legislature. Additional classes are planned for the future.

A new document delivery system fee structure for the public was successfully implemented. The new fees more accurately reflect the cost involved to identify and deliver legal information.

The Law Library continues to gear its multiple projects to better organize the collection and help to preserve it. Older books have been consolidated onto new compact shelving that provides easier access.

The Law Library continues to replace paper copies of periodicals and federal documents with microfiche copies to free shelf space for additional collection purchases.

## Services to the Blind and Physically Handicapped

Services for the Blind and Physically Handicapped (SBPH) has worked closely with the Michigan Commission for the Blind and the National Federation of the Blind to bring newspapers via their telephones to individuals with disabilities. SBPH patrons now have the ability to access an online catalog of materials available through SBPH.

Several new innovations and adaptive technologies were purchased to make library access easier for patrons with disabilities. Three Rainbow Readers—closed-circuit televisions with enlargement capabilities—were purchased with Library of Michigan Foundation funds. These readers are available to patrons in the Library's main area, the Law Library and SBPH.

Additional assistive technology, in the form of a Braille embossing center, and a Kurzweil Personal Reader now form the Library of Michigan's Adaptive Technology Center. This center is one component of a complete remodeling of the SBPH public services area, which now provides easy access for patrons with disabilities. Other enhancements include a viewing area for described videos and a reading center for SBPH patrons.



An adaptive technology coordinator was hired. Access to the Internet, FirstSearch, InfoTrac and ANSWER, the Library's online catalog, was made available for people with disabilities at all Public Services locations.

During the past year a large number of changes have occurred within the network of libraries serving the Blind and Physically Handicapped. Four of the 13 Libraries for the Blind and Physically Handicapped have moved. Three new subregional librarians joined the network. Changes in technology are beginning to play a major role in providing library services to individuals with disabilities.

As one of the 2 regional libraries in Michigan, SBPH continues to fulfill the role of consultant for 10 subregional libraries for the blind and physically handicapped in Michigan. Responsibilities include orientation of new subregional library staff; hosting and participation in 3 network-wide meetings; processing more than 5,000 interlibrary loan requests for subregional patrons; maintaining a statewide database of registered readers in Michigan; and providing equipment support services for more than 25,000 playback units assigned to registered readers in Michigan.





# Selected Statistics

## Business Services

State aid to public libraries distributed (does not include equity grants to the Detroit Public Library or the Grand Rapids Public Library)

.....	\$ 13,519,600
Public libraries eligible for state aid .....	372
Total amount of 1997 LSTA grants administered .....	\$ 4,471,530
Total amount of 1998 LSTA grants administered .....	\$ 4,482,097

## Collection Management Services

Total items cataloged .....	31,794
Total Michigan document items received .....	3,948
Total U.S. documents received .....	38,936

## Network and Information Systems

Users of MichiganLegislature.org .....	265,000
Number of visits to MichiganLegislature.org .....	6,600,000
Number of documents downloaded from MichiganLegislature.org .....	2,943,342

## Public Services

Reference requests .....	61,160
Circulation/information requests .....	24,040
Number of items circulated .....	26,968
Interlibrary loan requests .....	15,676
Number of items used in the library and reshelved; new items shelved .....	474,793
Breakdown of transactions by patron group	
Public .....	95,778
Libraries .....	16,427
State government agencies .....	12,253
Michigan legislative offices .....	13,634
Other state and federal legislative offices .....	81
Total .....	138,173
Service For the Blind and Physically Handicapped	
Reference/readers' advisory requests .....	5,040
Circulation .....	510,500



# Outlook For 1999

## *Among the key projects for the Library of Michigan for 1999 are:*

- To continue work on the *MichiganLegislature.org* site, which includes the addition of the Michigan Compiled Laws.
- To continue training for LM staff, especially in software and other applications needed by NIS staff to manage the *MichiganLegislature.org* site.
- To provide orientation to new legislators.
- Reduce the backlog of older Michigan documents by outsourcing items to OCLC.
- LM's bi-annual financial audit, including provision of the single audit act.
- To implement funding increases provided to public libraries and subregional libraries for the blind and physically handicapped in FY 1999: state aid to public libraries, which is finally fully funded at 50¢ per capita (\$14,210,700 for FY 1999); and a 120 percent increase in funding for subregional libraries for the blind and physically handicapped (\$554,300 for 1999).
- To review and refocus the direction of public library cooperatives, which are experiencing a number of financial, political, and staffing problems.
- To provide electronic submission of state aid annual reports for public libraries. The reports for the public library cooperatives and subregional libraries for the blind and physically handicapped will be automated and available on the web by fall 1999.
- To implement the Gates Library Foundation grants to Michigan public libraries, which may begin during the summer of 1999.
- To provide an interactive Michigan Library Directory on the LM web site by the end of the 1998 calendar year.
- To offer a web-based Michigan Documents Checklist with hot links to the publishing agency and to the full text of selected publications.
- To implement release 12 of III's catalog and circulation system.



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